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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2015/2016

### BSM2014 – IT SERVICE MANAGEMENT ( All sections / Groups )

10 MARCH 2016  
2.30 p.m – 4.30 p.m  
(2 Hours)

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#### INSTRUCTIONS TO STUDENT

1. This Question paper consists of 2 pages with 5 Questions only.
2. Attempt **FOUR** out of **FIVE** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

**ANSWER FOUR (4) QUESTIONS ONLY****QUESTION 1**

As Information Technology Infrastructure Library (ITIL) consultant, you are required to explain the following:

- i. Explain Service Package and provide **TWO (2)** types of services in Service Strategy. (6 marks)
- ii. Differentiate Tactical and Strategic Demand Management. Provide an example of each. (10 marks)
- iii. Discuss **THREE (3)** types of catalogues in Service Portfolio document and the importance of each. (9 marks)

(Total: 25 marks)

**QUESTION 2**

- i. Discuss **THREE (3)** values to the business derived from good Service Design. (9 marks)
- ii. Define and explain how an IT Service Department in a Health provider company manages the following:
  - a. Availability
  - b. Reliability
  - c. Maintainability
  - d. Serviceability(16 marks)

(Total: 25 marks)

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**QUESTION 3**

- i. Explain **FIVE (5)** processes in Service Operation. (10 marks)
- ii. Draw a flowchart to show the activities in Problem Management and briefly explain each activity. (15 marks)

(Total: 25 marks)

**QUESTION 4**

- i. Explain **THREE (3)** purposes of Change Management in Service Transition. (9 marks)
- ii. What does it means by "*emergency changes*"? Explain **FOUR (4)** activities in "*emergency changes*". (10 marks)
- iii. Define "*remediation planning*" and provide **TWO (2)** examples of "*remediation planning*" of a web server failure in an organization during peak hours. (6 marks)

(Total: 25 marks)

**QUESTION 5**

- i. Explain **TWO (2)** reasons why we need Continual Service Improvement (CSI) in an organization. (10 marks)
- ii. Describe **THREE (3)** metrics that can be collected and used by Continual Service Improvement (CSI). (9 marks)
- iii. Describe Deming's Plan-Do-Check-Act (PDCA) cycle and draw its diagram. (6 marks)

(Total: 25 marks)

**End of Paper**